

## Quick guide for alerters/referrers

### Disclosure or expression of concern

#### Immediate action to be taken

- Ensure the safety of the individual and if in immediate danger contact the relevant emergency services
- Preserve any forensic or other evidence
- Support and reassure the person, recording what is observed or said, but avoid asking leading questions
- Log the nature of the alleged abuse, any information given or witnessed, actions taken, and who was present at the time
- Report concerns to the appropriate supervisor/manager
- Consider risk issues and record all discussions and decisions.

#### Within 24 Hours (record reasons for any variations in timescales)

- Complete a safeguarding alert as necessary
- Report the incident to the Police if a criminal offence appears to have been committed
- Inform the CQC for registered providers of regulated activities
- Refer to Adult Services or Out of Hours team for investigation
- Consider internal management/disciplinary action including the need for suspension and/or referral to DBS and/or professional body
- Inform service manager.

#### Information to be given when making a referral

- Details of the alleged victim (name, contact details, DOB, gender, ethnicity, language, any disability, any communication needs)
- Name and contact details of GP
- Nature of the concerns, reasons and context for these and how they came to light
- Any impression of the seriousness related to the situation
- Any concerns or doubts about the person's mental capacity
- The perspective of the person at risk about the situation and whether the person is aware of and has consented to the referral
- Action already taken to protect the person and any information already shared
- Any other professionals, carer's, family members, friends, neighbours involved
- Details of the alleged abuser and if whether they are also an adult at risk.

## Ongoing action

- Lead the safeguarding enquiry as required
- Attend safeguarding meetings as required
- Participate in Police and/or other investigations as required
- Progress with internal management investigation and seek HR advice on the implications regarding employment legislation
- Ensure the adult involved receives necessary information, advice and support
- Ensure staff members are supported including any staff member implicated in the alleged abuse.

## Useful Telephone Numbers:

### Police

Email: [cru@hampshire.pnn.police.uk](mailto:cru@hampshire.pnn.police.uk)

Telephone: 0845 045 45 45

### Care Quality Commission

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Telephone: 03000 616161

### DBS Helpline:

Telephone: 03000 200 190

PO Box 181, Darlington DL1 9FA